



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

500 West Temple Street
493 Kenneth Hahn Hall of Administration
Los Angeles, CA 90012

JON W. FULLINWIDER
CHIEF INFORMATION OFFICER

Telephone: (213) 974-2008
Facsimile: (213) 633-4733

May 21, 2007

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider
Chief Information Officer

Subject: **MICROSOFT MASTER SERVICES AGREEMENT 75272
2006-2007 ANNUAL REPORT**

The purpose of this second annual report is to provide an activity summary of the County's Master Services Agreement (MSA) with Microsoft Corporation, which your Board adopted on May 24, 2005 (Agreement 75272), and is an update to our December 15, 2006 report. This status report covers the time period from May 24, 2006 through May 18, 2007.

Background

Departments utilize Microsoft technologies to support their internal day-to-day operations, and to communicate with businesses and members of the public. The ability to have access to Microsoft's priority support and professional services is important in obtaining timely resolution and in maximizing product capabilities. The Microsoft MSA was established to provide a structure that streamlines and standardizes the acquisition process for Microsoft services across the County.

The MSA allows departments to procure Microsoft Premier Support Services (PSS) and Microsoft Consulting Services (MCS). Microsoft MCS can provide proven practices for architecting, planning, building, and deploying Microsoft technologies. Microsoft PSS can provide priority support and operational guidance that help organizations achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft technologies.

Status

Over the past year, ten (10) departments have established PSS coverage with Microsoft, and three (3) departments have engaged MCS, per the terms and conditions set forth in the MSA. The total value of these services is \$1,379,309. The table below provides details of these MSA statements of services.

Microsoft Services by Department

Service	Department	SOS#	Executed	Term	Amount
PSS	Public Works (DPW)	690-S-002	6/1/2006	7/1/06 - 6/30/07	\$83,380
MCS	Registrar-Recorder/County Clerk	710-C-001	6/22/2006	8/1/06 - 12/31/06	\$99,750
PSS	Health Services (DHS)	195-S-002	6/28/2006	7/1/06 - 6/30/07	\$203,060
PSS	Sheriff	770-S-002	7/12/2006	7/12/06 - 7/11/07	\$94,388
PSS	Chief Administrative Office (CAO)	060-S-002	7/24/2006	7/24/06 - 7/23/07	\$36,040
PSS	Internal Services (CSB/Midrange)	300-S-003	8/23/2006	8/23/06 - 8/22/07	\$168,399
PSS	Mental Health (DMH)	435-S-002	8/30/2006	9/16/06 - 9/15/07	\$131,620
PSS	Executive Office (BOS)	061-S-001	12/4/2006	12/10/06 - 12/11/07	\$94,450
MCS	Internal Services (CAB/IDD) ¹	300-C-001			\$0
PSS	Internal Services (CSB/ITSS)	300-S-004	2/20/2007	3/1/07 - 2/29/08	\$79,160
PSS	Public Social Services (DPSS)	140-S-001	2/27/2007	3/1/07 - 2/29/08	\$169,750
PSS-CR	Health Services (DHS) ²	195-S-002-CR1	3/15/2007	n/a	(\$67,327)
MCS	Health Services (DHS)	195-C-001	3/15/2007	3/15/07 - 6/29/07	\$67,327
PSS	Internal Services (CSB/CAD)	300-S-005	3/20/2007	4/1/07-3/31/08	\$51,160
PSS-CR	Internal Services (CSB/ITSS) ³	300-S-004-CR1	5/1/8/2007	n/a	\$0
PSS	Chief Info Office (CIO) ⁴	080-S-001	5/18/2007	3/1/07 - 2/29/08	\$32,180
PSS	Public Health (DPH)	888-S-001	5/18/2007	5/23/07 - 5/22/08	\$135,972
Total					\$1,379,309

Notes:

¹No-cost SOS for a Microsoft Office SharePoint Server 2007 proof of concept.

²Change Request to reassign DHS PSS funds to DHS MCS SOS # 195-C-001.

³Amend SOS # 300-S-004 to add CIO PSS schedule under ISD/ITSS PSS.

⁴Term must match ISD/ITSS PSS (SOS # 300-S-004).

Nearly all of the expenditures over this past year have been for PSS. Departments have recognized that PSS provides critical support for their use of Microsoft technologies for server operating systems, web servers, databases, team collaboration sites, directory services, e-mail, and calendaring, as well as application development efforts extending these technologies within their departments. The few engagements with MCS have been primarily for assistance in the design and planning for Microsoft Active Directory Services and Exchange e-mail/calendaring services deployments.

Board of Supervisors
May 21, 2007
Page 3

The next status report will be provided on December 21, 2007. Should you have any questions, please contact David Hamamoto, Associate CIO/CISO, at (562) 658-1700 or dhamamoto@cio.lacounty.gov.

JWF:DH:ygd

c: Information Systems Commission
IT Board Deputies
Elizabeth Cortez, Senior Assistant, County Counsel
David Gallagher, Microsoft Corporation

P:\Final Documents\CIO\Microsoft\Microsoft MSA Annual Report 2006-2007 (2).doc